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February 2008

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## This month...

- For the past few months we've been testing out the Palm® Treo™ 750. Find out more about this new release PDA...
- Last month we touched on the subject of e-mail management. This month we start a series that will cover some tips and techniques to help you manage your Inbox more effectively...
- Getting down and dirty - we look at some common filth you can find on your computer...

**Questions? Comments? We value your feedback!**

**Call us (02) 8831 8200 to discuss any matter further...**

## In the Palm of your hand

A review by Marc Swan, Technician.

For the past few months I have been using the new Palm® Treo™ 750 as my PDA/phone.

**At first glance** this Windows Mobile 6 device sports a generously sized screen, but a rather small keyboard.

Transitioning from my previous phone, with a larger screen and bigger keyboard, my initial feeling was; this would be hard to get use to.

The screen on the Treo is a touch screen and responds well to both your fingers and the supplied stylus. The screen is clear and bright and is large enough for all your email needs.

Below the screen are the navigation keys which allow the user to quickly select menus, answer and hang up calls and get around using the 5 way centre joy pad. The buttons have a nice feel to them and provide an additional navigation tool to the touch screen.

Underneath the navigation buttons you find the keyboard. With my large fingers I thought that I might have some issues using the Palm, but it has proven that with a little perseverance it can be quite functional.

The keyboard is small and the spacing between the letters is near non-existent, which does make for slow replies to emails. One certain advantage to the Treo keyboard is

that it is a QWERTY keyboard. Unlike some other devices out there, you won't get confused using this, as it is the same layout as your computer keyboard.

**Using the Palm as a phone;** the device has all the features you come to expect. It can be a little slow responding when the button is pressed to answer calls but this is an occasional problem and does not affect the functionality, just causes a little lag. The one thing I will mention is answering calls and then trying to get them to speaker phone does require a touch of the screen and it can take a few seconds to respond. I haven't yet used all the phone features but to date it is coping well with my needs.

**Using your Palm as a PDA;** to surf the internet and read emails this unit is quick and easy and works extremely well. I use the Palm for emails every day and it has never missed a beat and has every feature you could ever ask for. You can download attachments of almost any format, open & view them, forward them; you can do the lot. It's worth noting that you will have to zoom to read PDFs, but this doesn't really pose a problem.

The device copes quite well with day to day business and generally with spending an hour a day on the phone and receiving and viewing emails, you will get 2 to 3 days out of the battery. You can only charge the Palm using its charger and not using USB like many other PDAs, this is a little disappointing as you need to carry the

cable with you. Having said this, it generally only takes about 3 hours to have a full charge.

### The verdict...

The Palm Treo 750 with Windows mobile 6 is a good PDA with loads of features. The only thing letting it down, in my personal opinion is the small QWERTY keyboard and slight lag that occurs from time to time when using the device as a phone.

I wouldn't necessarily recommend this to people who need to reply to large volumes of emails on their PDA, but if you only need to read and reply to the occasional email this is for you. It's a nice, lightweight device, which means it can be placed comfortably in a pocket or handbag for everyday use.



Palm Treo 750



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## The latest in Smart IT Solutions by The Smart IT Company

### Taming The Beast



What is the first thing you do in the morning? (After of course, addressing the all-important initial cup of coffee).

It may be that you sit down and make a list of key objectives that need to be completed. Then you open Outlook, right?

You watch with bated breath as the status reads "updating folder"; you wait to see how many e-mails are going to be downloaded from the Exchange Server and you curse as you are redirected from that list of key objectives by a bunch of e-mail requests.

To some degree, this is an unavoidable part of the way we conduct our businesses. The

spontaneous nature of e-mail assists us to communicate in ways that just weren't possible without it. But it is a beast that needs to be managed.

Any time-management course will engage you fairly early on with the "Urgent, Important" table. The same principle applies to your Inbox and Outlook has tools that can utilise these principles. Some e-mails are important, but not urgent. Some will be urgent, but not important. Some are neither urgent, nor important – some both.

The most "not-important, not-urgent" e-mail in transmission is undoubtedly SPAM. We're not going to spend time addressing the issue here, but if you are finding this stuff in your

inbox consistently then we can help you deal with it; please call us to discuss the matter as SPAM can be eradicated.

Over the next few months we are going to look at the following areas:

- A simple methodology for coping with your Inbox
- Creating an effective system for storing e-mail data
- Archiving – the Do's and Don'ts; how to get the most out of your e-mail stores

**So, if you're finding your Inbox overwhelming, stay tuned for the next edition of "That's Correct"!**

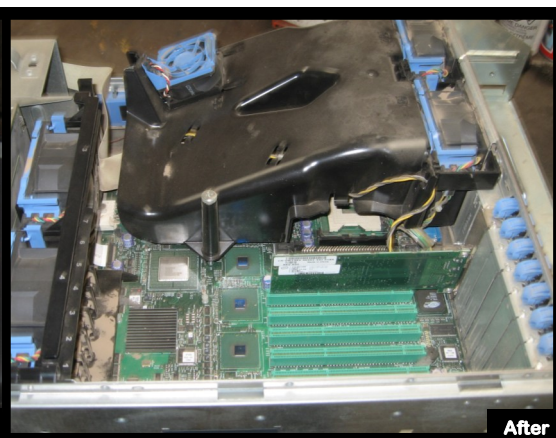
	Urgent	Not Urgent
Important	Business Critical Emergencies Deadlines Late Bills	Planning & Forecasting Budget Reviews Researching Competitors
Not Important	Some Phone calls, e-mails & meetings Interruptions	Web Browsing Filing sent faxes Reading the paper

### Keeping it Clean

**We don't give much thought** to the Servers that run our companies, they sit in the corner day and night doing their jobs and rarely get thought about until there is something wrong or they stop working all together.

Giving your server/s some attention from time to time can pay off in the long run. Over the past few years That's Correct has featured articles about keeping your servers in warranty, about keeping them patched with the latest security updates from Microsoft and other vendors; this article is about keeping them clean, not as in keeping your data stored in a good structure and keeping files in the right place; but actually keeping the server free from the build up of dust.

Recently we moved a clients servers from one part of the office to an enclosed room on a different level, they did have some dust on the outside. We decided to take the opportunity while everything was turned off and unplugged to give them a clean on the inside too, what we found was rather scary. (See before and after pictures). The cleaning process took about 40 minutes, and you can see the difference it has made, the fans were able to do their jobs better, and there is now far less of a chance of static discharge inside the machine. This would also help prevent a manufacturer from voiding the warranty due to the conditions, which can happen.



Hard to believe these two pictures are of the same machine!

When were *your* servers last cleaned?

#### So how do you/we clean the servers?

For years we have advised clients to keep Cleaners away from computer equipment, as quite often the vacuum will unplug a cable and cause far greater issues, however, there is nothing wrong with a "GENTLE" wipe down to at least remove any dust on the outside, this will help reduce the amount of dust that gets sucked into the machine. The client that these photos have come from has asked if we can do a physical clean on the server every 6 months, as part of our agreement with them.

Contact the editor for more information

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**We would love the opportunity to discuss your IT requirements further. Please call on (02) 8831 8200**